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PATENTS  
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
McIlwaine, et al. ) Examiner: **Le, Karen L.**  
)  
Serial No.: **10/602,804** ) Art Unit: **2642**  
)  
Filed: **June 24, 2003** ) Confirmation No. **1098**  
)  
For: **Method and System for Scheduled** )  
**Delivery of Training to Call Center Agents** )

**INFORMATION DISCLOSURE STATEMENT**


Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

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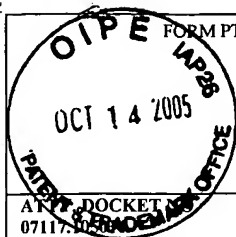
Respectfully submitted,

  
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3869346

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FORM PTO-1449, Adapted

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<b>ATTORNEY DOCKET NO.</b> 07117-000000000000	<b>SERIAL NO.</b> 10/602,804	<b>FILING DATE</b> June 24, 2003
<b>APPLICANT</b> McIlwaine et al.		<b>GROUP</b> 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
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	AJ						

**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	